Career Opportunities Guide

The California Department of Technology (CDT) is *the* recognized central information technology (IT) organization for the State of California, providing secure IT and professional services to over 300 customers and 3,000 state, federal, and local government locations.

We are searching for talented, qualified individuals ready to build a career in supporting the operations of some of the largest and most sophisticated computer systems in the State, and working on some of the most complex and highly sought projects, technologies, and software. Whether you're interested in the field of IT or administrative support services, you'll find we offer excellent opportunities in a comfortable work environment. **So explore our career opportunities and build your career at CDT!**

Resources

CDT Careers Info
https://cdt.ca.gov/career-opportunities/

CDT Job Openings
https://cdt.ca.gov/career-opportunities/job-openings/

How to Apply for a State Job
www.calcareers.ca.gov

Connect with us

Benefits

California State benefits may vary depending on applicable labor contract agreements and type of appointment. The following is a general description of benefits available to most CDT employees.

Health Insurance	Select from a variety of comprehensive and low-cost health benefit plans to best meet your family's needs.
Dental Insurance	Select a dental plan that is right for you and your family.
Vision Care Insurance	Automatically enroll into the State's Vision Program.
Retirement Plans	Ensure your retirement by supplementing your state-sponsored pension plan with 401k or 457 plan contributions.
College Savings Plan	Save money for higher education (for yourself or someone else) with ScholarShare, the State's 529 college savings plan.
Adjustable Work Schedules	Enhance your work-life balance with an adjustable work schedule, offered for many of our positions, based on duties and business needs.
Paid State Holidays	Receive 11 paid State holidays each year.
Paid Personal Holiday	If a full-time employee, upon qualification, receive one day off of your choice each year, with supervisor approval.
Sick Leave, Vacation Leave, and Annual Leave	Earn sick leave and vacation leave credits. Or, if eligible, participate in the Annual Leave Program to receive annual leave credit in lieu of traditional sick/vacation leave credits. As your years of State service increase, the vacation or annual leave allowance increases.
Bereavement Leave	If a full-time employee, receive bereavement leave for the death of a person related by blood, marriage, adoption, or for any person residing in your immediate household at the time of death.
Military Leave	If eligible, take up to 30 calendar days with pay each year for Military Leave.
Long-Term Care and Legal Insurance Plans	If eligible, enroll in the State's insurance plan for long-term disability, long-term care, or group legal services.
Peer Support Program	Talk privately and confidentially at no cost with a volunteer Peer Supporter (fellow employee) about any professional or personal issue, and find resources or referrals to help you with an issue.
Employee Assistance Program	Find valuable information and resources for you and your family on health, wellness, and work-life balance, as well as confidential consultations and referrals for day-to-day concerns or difficult times.
Directorate's Annual Recognition Program	Feel appreciated and valued for your contributions to the department. We recognize and reward our staff for outstanding accomplishments at an annual awards ceremony, presided over by the Directorate.
Commute Incentives	Qualify for public transit discounts, transit subsidies, vanpooling, and carpooling.
Free Parking	Enjoy free parking at our Rancho Cordova locations.

Find Your Future

Information Systems Analyst Series

Our Information Systems Analyst (ISA) professionals perform a variety of analytical activities to support the State's internal and external IT systems.

What You'll Do

- Perform a full range of tasks related to desktop functions, such as the installation of hardware and/or software, PC assembly, and deskside support
- Perform service desk support functions for internal and external customers, dispatch, escalations, ticket resolution, and follow up
- Serve as a project manager in charge of information system projects

Career Path
Salary Range $3,377-$8,611

Assistant Information Systems Analyst
Associate Information Systems Analyst (Specialist)
Staff Information Systems Analyst (Specialist)
Staff Information Systems Analyst (Supervisor)
Senior Information Systems Analyst (Specialist)
Senior Information Systems Analyst (Supervisor)

Systems Software Specialist Series

Our Systems Software Specialists (SSS) are technical advisors who act as consultants to other IT personnel in solving system problems and achieving the best use of available hardware and software resources.

What You'll Do

- Perform website development, implementation, and maintenance
- Process and provide the highest level of support for the CDT multi-protocol network, including the installation, configuration, and support of firewalls, switches, routers, network load balancers, Virtual Private Networks, Firewall DMZs, VLANs, and Optical services
- Troubleshoot and respond to service requests involving the more complex hardware and/or software problems affecting a large number of users

Career Path
Salary Range $5,014-$9,445

Associate Systems Software Specialist (Technical)
Systems Software Specialist I (Technical)
Systems Software Specialist II (Technical)
Systems Software Specialist II (Supervisory)
Systems Software Specialist III (Technical)
Systems Software Specialist III (Supervisory)

Data Processing Manager Series

Our Data Processing Managers (DPM) perform complex and sensitive tasks involving the planning and consulting of significant IT projects within State government, and oversee projects to ensure successful implementation. As a DPM, your role may also be to provide project or account management services. If you want a challenge in an exciting career, come join our management team and use your technical knowledge and skills to manage areas such as networking, engineering, or operations and support within a technical infrastructure.

What You'll Do

- Review plans, proposals, and other IT project documents to ensure effectiveness and efficiency, feasible alternatives, project merits, and proper planning
- Perform strong day-to-day supervisory activities
- Oversee and manage staff engaged in a variety of tasks in connection with network cost analysis, network implementation, procurement, budgeting, project management, negotiation, and contract management of information technology
- Provide a high level of technical knowledge and expertise to assist and manage staff in the planning and completion of their technical workload
- Interact with peers, both internal and external to CDT, at the highest technical levels, to design, implement, and maintain data center services of the highest caliber

Career Path

Salary Range $5,956-$10,451

Data Processing Manager I

Data Processing Manager II

Data Processing Manager III

Data Processing Manager IV

Project Manager (Information Technology)

Our Project Managers assume full responsibility for managing and overseeing all aspects of one or more IT projects undertaken to create a unique product, service, or result. Projects range in complexity, based on business and technical factors. As a Project Manager, your role may also be to testify before committees, control agencies, review boards, and/or the legislature.

What You'll Do

- Manage IT activities, including identification and analysis of customer's IT systems and infrastructure requirements or environments
- Provide a high level of IT and project management knowledge and expertise to ensure projects serve to develop, modify, or enhance a product, service, or system, and are constrained by the relationships among scope, resources, and time
- Develop and integrate information systems testing strategies, plans, and/or subsystems
- Conduct presentations or briefings on aspects of projects, and provide policy recommendations on sensitive or complex issues to executive management
- Identify infrastructure configuration and change management standards or requirements
- Design, develop, or implement IT solutions and IT systems security plans and procedures

Career Path

Salary Range $7,972-$9,504

Project Manager (Information Technology)

Note: CDT does not have a Project Manager (Information Technology) exam; however, we utilize the Data Processing Manager III exam to select individuals for the Project Manager (Information Technology) classification.

The salaries of the two classifications are the same; however, the Minimum Qualifications for the Project Manager (Information Technology) vary. For more information, visit the CalHR Project Manager (Information Technology) classification page (www.calhr.ca.gov/state-hr-professionals/Pages/7579.aspx).

Staff Services Series

Our Staff Services positions are members of our administrative team. As a member of the team, you will provide support for key decision makers and business processes, plan and organize events, work with internal and external customers, help managers effectively communicate their ideas and plans, and so much more.

What You'll Do

- Depending on your career choice, you'll perform work in such areas as administrative systems analysis and policy support, operations, facility and administrative services, financial management, human resources, or procurement and contracting
- Continuously build and maintain effective communication and working relationships throughout the organization
- Actively participate in developing and achieving strategic goals through planning, staffing, and budgeting to meet business needs and customer service expectations
- Keep us on track with staffing, career development, employee engagement, benefits, and workforce investment

Career Path

Salary Range $3,063-$8,621

Staff Services Analyst (General)

Associate Governmental Program Analyst

Staff Services Manager I

Staff Services Manager II (Supervisory)

Staff Services Manager II (Managerial)

Staff Services Manager III

Students

CDT is a place where students can thrive. We have a variety of positions ideal for college students, and value new and creative insights and skills, and encourage continued education. While students do not earn college credit by working for CDT, they do gain valuable experience and insight into how California state government works, which can ultimately make them more competitive for careers in their field of study.

Minimum Qualifications to Apply

CDT contracts with the Foundation for California Community Colleges (FCCC) (https://foundationccc.org/) to provide part-time employment to students in work related to the students' field of study and academic goals. To maintain student employment eligibility, FCCC policy requires:

- Students must be currently enrolled in a qualifying institution of higher education. Qualifying institutions include, but are not limited to:
  - CSUS; any campus of the CSU or UC systems; any community college campus; or any private university offering a 4-year degree or credential program
  - Also qualifying are institutions of higher education that have an Articulation Agreement (an agreement indicating that units from that institution are transferable) with any of the above institutions
- Undergraduate students must be enrolled in a minimum of six semester-units or nine quarter-units; graduate students must be enrolled in a minimum of four semester-units or six quarter-units
- Students must maintain a minimum grade point average of 2.0
- Student duties and responsibilities are to relate to the student's field of study and academic goals
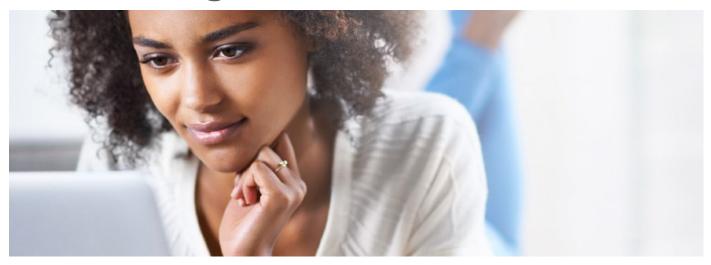
How Can I Find or Apply for Positions?

Interested students may apply for "Student" positions without taking an exam. To get started, create an account with LaunchPath (www.launchpath.com), where you will be guided on building a user profile. To search for available CDT positions, visit the CDT Job Openings page (https://cdt.ca.gov/career-opportunities/job-openings/).

Are These Paid Positions?

Yes. Salaries range from $10.50—$18 per hour, depending on the type or complexity of work (graduate students generally qualify for the higher range). All positions are part-time and non-benefited.
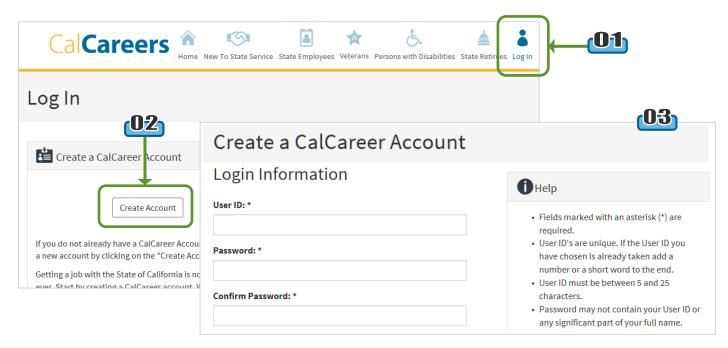
State Hiring Process

This quick reference guides you through the California State hiring process. If you are new to State service, you must successfully pass an open exam for the classification of interest in order to continue with the hiring process.

Step 1: Create a CalCareer Account

To get started, create your personalized CalCareer account with the California Department of Human Resources (CalHR). Your account will help you manage the entire process from start to finish.

1] Visit the CalHR CalCareer website (www.calcareers.ca.gov). Click the "Log In" icon.

2] On the "Login" page, click the "Create Account" button.

3] On the "Create a CalCareer Account" page, complete your Login Information. Click the "Save" button. Once you have created your CalCareer account, be sure to keep your User ID and Password private. Then complete your contact information on the "Contact Information" page and click the "Save" button.

Step 2: Create and Set Up Your Application

When applying for jobs, you need to submit a State Application.

1] To create your State Application, log in to your CalCareer Account. On the left toolbar, click "Application Templates."

2] On the "Application Templates" page, you may rename the template (e.g., "Template 1" to "Information Technology").

3] Click the "Questions" link. Complete this page and click the "Save Template" button.

4] Click the "Education" link. Complete this page and click the "Save Template" button.

5] Click the "Experience" link. Complete this page and click the "Save Template" button.

Note: You can create up to three different application templates. To upload accompanying documents, such as your résumé or certificates, click the "Uploaded Documents" link under the "Application Templates" section.

Step 3: Search for a Job

On the CalHR CalCareer website (www.calcareers.ca.gov), there are multiple ways to search for a job.

1] If you are new to working for the State, click the "New to State Service" icon, where you can browse career fields and see available jobs. Or you can search by keyword, job title, or State department/agency. Use the advanced search to filter by location, work schedule, or salary.

2] If you currently work for the State, click the "State Employees" icon to begin your search.

3] If you are a veteran, person with a disability, or retired State employee, click on the applicable icon to learn about special programs before beginning your search.

4] To search for all job vacancies, click the "Advanced Job Search" button.

5] Enter a keyword(s) in the "Keyword" field and click the "Search Jobs" button.

Note: Common IT classifications used by the State of California include the following:

- **Information Systems Analyst (ISA) Series:** Assistant ISA; Associate ISA (Specialist); Associate ISA (Supervisor); Staff ISA (Specialist); Staff ISA (Supervisor); Senior ISA (Specialist); Senior ISA (Supervisor)
- **Systems Software Specialist (SSS) Series:** Associate SSS (Technical); SSS I, II, and III (Technical); SSS II and III (Supervisory)
- **Data Processing Manager (DPM) Series:** DPM I, II, III, and IV
- **Project Manager (Information Technology)**

05

Advanced Job Search

📄 Advanced Job Search   🌐 Geograp
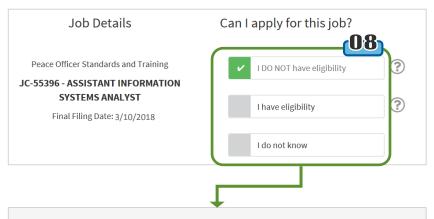
🔍 Standard Search

Keyword:

Department:

6] Your search will populate a list of job vacancies. On the "Job Search Results" page, choose your job of interest and click the "View Job Posting" button.

7] On the "Job Posting" page, click the "Apply For This Job" button.

06

07

Job Search Results

ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)

Working Title:	N/A	
Job Control:	55186	**Department:** Employment Development Department
Salary Range:	$5022.00 - $6604.00	
Work Type/Schedule:	Permanent Fulltime	**Location:** Sacramento County
		Publish Date: 2/10/2018
Will Also Consider	ASSISTANT INFORMATION SYSTEMS ANALYST	
Classes:	ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)	

Filing Deadline: Until Filled

🔍 View Job Posting

Apply For This Job

Print Job Posting

You can apply for this job via the following method(s):

- By Mail

8] On the "Job Details" page, select one of the following options:

- If you are new to State service and have not taken an exam for that classification, select "I DO NOT have eligibility."
- If you are a current State worker and/or have successfully passed the exam for that classification, select "I have eligibility."
- If you are unsure, select "I do not know."

Note: Depending on your selection, at the bottom of the page will be additional instructions to move forward.

For example, if you select "I DO NOT have eligibility," you will be instructed to establish employment eligibility.

Job Details

Peace Officer Standards and Training

JC-55396 - ASSISTANT INFORMATION SYSTEMS ANALYST

Final Filing Date: 3/10/2018

Can I apply for this job?

08

✔ I DO NOT have eligibility   ❓

I have eligibility   ❓

I do not know

I need to establish employment Eligibility.

Listed below are the examinations or assessments currently being offered. Click on the Classific bulletin. Each bulletin provides details on the examination or assessment and its process. This i testing information.
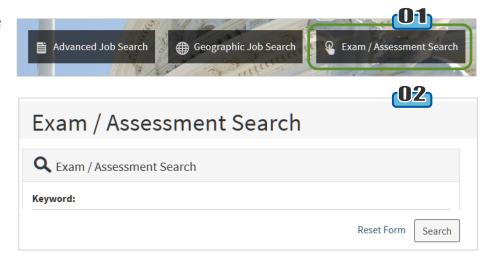
Classification	Exam Number	Department
ASSOCIATE INFORMATION SYSTEMS ANALYST (SPECIALIST)	9PB3002	STATE OF CALIFORNIA

For further information on how to obtain employment eligibility for this jobs, please contact the
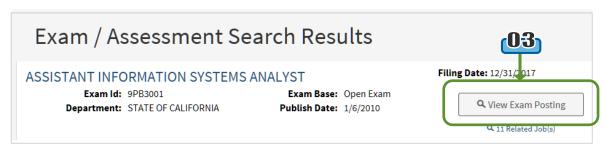
Step 4: Search For and Take an Exam

You will need to successfully pass a separate exam for each desired job type (classification). **Review each exam bulletin carefully.** Click on the "Classification Specification" link for a description of the general duties, and be sure to review the minimum qualifications to ensure you meet the experience and education requirements.
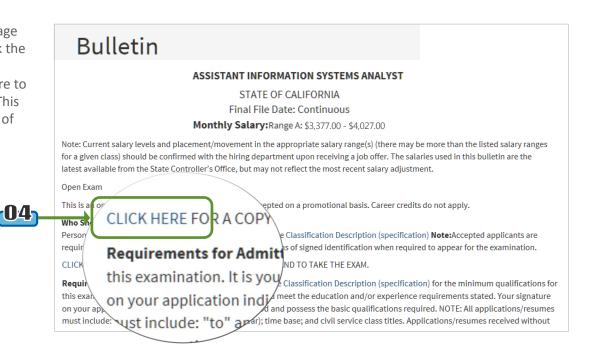
1] On the CalHR CalCareer website (www.calcareers.ca.gov), click the "Exam/Assessment Search" button.

01

| Advanced Job Search | Geographic Job Search | Exam / Assessment Search |

2] On the "Exam/Assessment Search" page, enter a keyword in the "Keyword" field and click the "Search" button.

If you are unsure of the keywords, click the "Search" button to view all current exams/assessments.

02

Exam / Assessment Search

🔍 Exam / Assessment Search

Keyword:

Reset Form   Search

3] Your search will populate a list of available exams related to the keyword(s) you entered. On the "Exam/Assessment Search Results" page, choose the exam of interest and click the "View Exam Posting" button.

Exam / Assessment Search Results

ASSISTANT INFORMATION SYSTEMS ANALYST

Exam Id: 9PB3001	**Exam Base:** Open Exam
Department: STATE OF CALIFORNIA	**Publish Date:** 1/6/2010

Filing Date: 12/31/2017

03

🔍 View Exam Posting

🔍 11 Related Job(s)

4] The "Bulletin" page will appear. Click the "Click Here" link under the "Where to Apply" section. This will open a copy of the official exam bulletin.

Bulletin

ASSISTANT INFORMATION SYSTEMS ANALYST

STATE OF CALIFORNIA

Final File Date: Continuous

Monthly Salary: Range A: $3,377.00 - $4,027.00

Note: Current salary levels and placement/movement in the appropriate salary range(s) (there may be more than the listed salary ranges for a given class) should be confirmed with the hiring department upon receiving a job offer. The salaries used in this bulletin are the latest available from the State Controller's Office, but may not reflect the most recent salary adjustment.

Open Exam

This is a[n] [op]... [acc]epted on a promotional basis. Career credits do not apply.

Who Sh...

Person... [th]e Classification Description (specification) **Note:** Accepted applicants are requi... [s] of signed identification when required to appear for the examination.

CLICK... [A]ND TO TAKE THE EXAM.

Requi... [th]e Classification Description (specification) for the minimum qualifications for this exam... [an]d meet the education and/or experience requirements stated. Your signature on your ap... [an]d possess the basic qualifications required. NOTE: All applications/resumes must include:... [m]ust include: "to" a[nd] [ye]ar); time base; and civil service class titles. Applications/resumes received without

04 → CLICK HERE FOR A COPY

Requirements for Admitt[ance]

this examination. It is you[r]

on your application indi[cating]

[m]ust include: "to" a[nd] [year]

5] An exam/assessment bulletin for the classification you selected will open. Review the exam bulletin carefully and follow the instructions on how to apply.

If you meet all of the criteria, including the minimum qualifications, follow the bulletin instructions and either complete and submit a State Application (STD 678) or apply and take the exam via the Internet (example shown on the right).
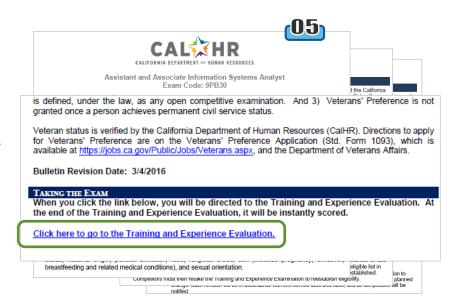

05

CAL★HR
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Assistant and Associate Information Systems Analyst
Exam Code: 9PB30

is defined, under the law, as any open competitive examination. And 3) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at https://jobs.ca.gov/Public/Jobs/Veterans.aspx, and the Department of Veterans Affairs.

Bulletin Revision Date: 3/4/2016

TAKING THE EXAM
When you click the link below, you will be directed to the Training and Experience Evaluation. At the end of the Training and Experience Evaluation, it will be instantly scored.

Click here to go to the Training and Experience Evaluation.

breastfeeding and related medical conditions), and sexual orientation.

Competitors must then retake the Training and Experience Examination to reestablish eligibility.

6] Review the "Exam Information" section to find out which type of test will be used (in person vs. online) and how the test will be scored.

The example shown on the right is an online exam. **Be sure to read and complete each page carefully, as instructions may vary.** For example, application materials for some exams may be accepted ONLY on the Internet. For such exams, you will not submit a State Application (STD 678) or a hard copy version of the application materials.

Training and Experience Examination

Supplemental Information

Minimum Qualifications

Exam Application

06

CAL★HR
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

Assistant and Associate Information Systems Analyst

Examination Information

Read the information contained in the links below. Each link will create a new window that can be closed when you have finished reading it. Return to this page when you are ready to continue with the exam.

The Official Assistant and Associate Information Systems Analyst Class Specification
General State Civil Service Examination Information
Veterans' Preference Information
About the Internet Testing Process

Read all of the information on each page carefully.

Application materials for the Assistant and Associate Information Systems Analyst examination are accepted ONLY on the Internet. Do NOT submit a State Application Form or a hard copy version of these materials.

The online testing process will instantly give results for the online examination. Until you receive these results, you have not completed the examination process.

Continue

7] You will receive your exam score by mail or when you complete the online exam (example shown on the right). Your score determines your ranking on the eligibility list. **The State of California hires individuals within the top three ranks.**

Make sure to print a copy of this "Results" page for your records, as you may be required to attach it when applying for jobs.

Note: Your eligibility will have an expiration date.

07

Assistant and Associate Information Systems Analyst
Results

This is your official notice of examination results. You will not receive written confirmation of these results. Print a copy of this result screen for your records. Use the browser's print button to print your results.

Candidate Information

Name: RUDOLF R

Exam Title: Assistant and Associate Information Systems Analyst
Score: 95%
Result: Passed

Congratulations JOHN SMITH! You have passed the Assistant and Associate Infor
the corresponding eligible list(s).

Your eligibility expires on 11/03/2018. You may retake the exam 12 months fr

To view your cur
information on your
may change daily. This is
SPB is unable to tell candidates their exact

your current ranking visit the eligible list disclosure web p

Step 5: Apply for a Job

Once your eligibility has been established, you can begin applying for job openings in the classification for which you have successfully tested.

Employment Inquiry

An Employment Inquiry may be mailed to those in reachable ranks for a current vacancy, providing the position classification, location, and address for you to reply by the specified date if interested in the job.

You may also receive electronic inquiries in your CalCareer account, if you select that option.

STATE OF CALIFORNIA – DEPARTMENT OF HUMAN RESOURCES

Contact Date 03/30/2018

EMPLOYMENT INQUIRY
STD. 628 (REV. 12/2013)

**To be considered for this job, your reply must be received or postmarked by the DUE DATE: 05/10/2017.
If you are not interested, no need to reply; your eligibility will remain active and no waiver will be charged.**

TO:
John Smith
1234 Z Street
Sacramento, CA 95817

CERTIFICATION NUMBER
10001362 — 1

HIRING DEPARTMENT NAME AND NUMBER
Department of Technology
916-431-5460 ext:

CALIFORNIA RELAY SERVICE 1-800-735-2929

POSITION LOCATION
Sacramento County

SEND REPLY TO:
Department of Technology

LIST TYPE

Step 6: Prepare for the Hiring Interview

If selected for an interview, prepare by reviewing the position's duties and responsibilities listed on the job bulletin. Acquaint yourself with the organization's mission and functions and how that position contributes. If you are not selected to interview, continue applying for other job openings for which you are qualified.

Step 7: Serve a Probationary Period

Once you have been hired into State service, you will serve a probationary period of 6 or 12 months, depending on your classification. **When you have successfully completed probation, you will attain permanent status as a State employee.**

Note: Unsuccessful performance may lead to rejection during probation and failure to attain permanent status.

Video Tutorials

- How to Create a New CalCareer Account (www.youtube.com/watch?v=yER_7P7k2Ro)
- Create an Electronic Job Application (www.youtube.com/watch?v=xIvSlcncZ48)
- How to Take an Exam (www.youtube.com/watch?v=J9STRabaDV8)
- Apply for a State Job (www.youtube.com/watch?v=h98MUb0NkHk)

FAQ

Applying for California State Jobs

Q: How can I find out about working for the State in a specific job?

The California Department of Human Resources (CalHR) is the primary point of contact for all individuals seeking employment with the State of California.

Visit the CalHR CalCareer website (www.calcareers.ca.gov). To search for jobs, click on the "Advanced Job Search" button.

- If you are unsure for which jobs to search, scroll to the bottom of the page and click the "Search Jobs" button. This will populate a list of all available jobs (classifications).
- If you know an area of the job (classification) you are seeking, complete the field(s).
- **Common IT Classifications:** Staff Information Systems Analyst (Specialist) or (Supervisor); Senior Information Systems Analyst (Specialist) or (Supervisor); Systems Software Specialist I (Technical); Systems Software Specialist II and III (Technical) or (Supervisory); Data Processing Manager I, II, III, and IV; Project Manager (Information Technology); and Career Executive Assignment (CEA) (**Note:** CEA position vacancy announcements serve as the exam bulletin).

Q: I've already taken the exam and found a job/classification that interests me. How do I apply?

Before you can apply for a job with the State of California, you must first create a CalCareer account on the CalHR CalCareer website (www.calcareers.ca.gov). With an account, you can take State civil service exams, store different versions of your application, apply for vacancies at 150 departments/agencies, track your application status, and save your résumé — all in one place.

California Civil Service Exams

Q: Why do I need to take a California civil service exam to obtain a job with the State of California?

California has a merit-based civil service selection system. This ensures the State hires and promotes individuals based on job-related qualifications. Before you can work for the State, you need to successfully pass an exam for the job type (classification). All exams given by the CalHR and other State departments/agencies are listed on the CalHR CalCareer website (www.calcareers.ca.gov). There are exams with specific ending dates, and online exams administered continuously, 24/7.

Q: Are there specific qualifications for exams?

Yes, there are certain experience and education requirements for each civil service classification and exam; these requirements are called Minimum Qualifications. The Exam Bulletin contains the minimum qualifications you must meet at the time of taking the exam. **Read the Exam Bulletin very carefully before applying to take the exam.**

To qualify, you may need to possess a certain type and/or number of years of experience, or possess a certain type of degree or college credits in a particular subject.

If it is determined that you have taken the exam and do not possess the minimum qualifications, the exam record will be removed.

Q: Does passing an exam guarantee a job with the State of California?

No. Applicants who pass the exam are placed on a list, ranked by their exam score. The State of California has hundreds of departments and agencies utilizing these hiring lists for their recruitment efforts.

Once you obtain a passing score, you can apply for positions that match the title of the exam you passed. Each department and agency conducts its own hiring interviews; therefore, **you must apply to each individual department/agency in which you are interested.** Applicants are selected for interview based on the job-related interview criteria developed by the hiring manager for his/her recruitment.

Additional Questions

Q: What kind of benefits does the State of California offer State employees?

State employment offers a variety of benefits, including, but not limited to, employee pensions managed by the California Public Employees' Retirement System (CalPERS); health, dental, and vision plans; and a Savings Plus Program that provides additional opportunities to save for retirement with 401(k) and 457 plans.

For more information, visit the CalHR Salary and Benefits page (http://calhr.ca.gov/employees/Pages/salary-and-benefits.aspx).

Q: What programs are available for persons with disabilities?

If you are a person with a disability who (1) has a physical or mental impairment or medical condition that limits one or more major life activity, (2) has a record or history of such impairment or medical condition, or (3) is regarded as having such an impairment or medical condition, you may wish to participate in the CalHR Limited Examination and Appointment Program (LEAP), authorized by Government Code sections 19240 - 19243.4.

For more information, visit the CalHR Disability Services page (www.calhr.ca.gov/state-hr-professionals/Pages/limited-examination-appointment-program.aspx).

Get Your Resume Noticed

Here are tips and tricks to help your résumé stand out from the rest.

Avoid Common Mistakes

Do not use a generic résumé, weak verbs, adverbs, filler words, and vague descriptors. Other mistakes to avoid include the following:

- Résumé too long (one page is ideal). Beware of being too wordy.
- Weak format (e.g., crowded layout; small font; overuse of italics, bold, underlining, and capitals).
- Spelling/grammar errors. Do not just rely on spellcheck.
- Failure to follow directions. If the job bulletin states "Do not send résumé," don't send one.

Focus on Accomplishments

Your goal is to *complement* your application, not repeat it. Focus on your accomplishments, not general duties (your State application should already cover that component).

- Think outcomes and impact.
- Quantify by providing a numerical value to your accomplishment. This helps hiring supervisors see your exact skill sets, and helps Human Resources ensure you have met the "minimum qualifications" for the position. To help quantify, think time, money, and amounts.
- Tailor to the knowledge, skills, and abilities the hiring manager is *directly* seeking.
- *Carefully* read both the Job Opportunity Bulletin (JOB) and Duty Statement, paying special attention to what is listed under/next to the phrases "Desirable skills/qualifications," "Knowledge of," "Essential functions," and "Specific duties include."
- Use strong verbs that *really* capture your accomplishments. It's okay to use verbs directly from the JOB and Duty Statement; you may use them as much as possible.
- Ask yourself the following questions:
  - What problems/issues have I resolved/do I resolve?
  - What projects have I led and what were their outcomes?
  - What were the outcomes of team assignments in which I played a strong role?
  - What were the outcomes associated with assignments that required oral and/or written communication?
  - What were the results of my excellent customer service and/or troubleshooting efforts?
  - What are my technical, administrative, and/or analytical accomplishments?
  - Did I receive any commendations from past employers?
  - Was I trusted with increased responsibilities due to my knowledge and professionalism?

State Application Tips

STATE OF CALIFORNIA - CALIFORNIA DEPARTMENT OF HUMAN RESOURCES

EXAMINATION / EMPLOYMENT APPLICATION

STD. 678 (REV. 10/2013) Page 1

Applications will be processed ONLY for classifications where an examination is in progress and the published final filing date has not passed, or for vacant positions where a department requests an application.

PRINT OR TYPE--PLEASE SEE INSTRUCTIONS ON BACK PAGE

APPLICANT IDENTIFICATION NUMBER (EASY ID)

FIRST 3 LETTERS OF LAST NAME AT BIRTH	P U B	MONTH OF BIRTH	1 2	DAY OF BIRTH	1 8	Last 4 DIGITS OF SOCIAL SECURITY NUMBER	6 3 5 4	EASY ID

EASY ID: **PUB-1218-6354**

APPLICANT'S NAME (Last)	(First)	(M.I.)	SOCIAL SECURITY NUMBER
Public	John	Q	

MAILING ADDRESS (Number) (Street)	E-MAIL ADDRESS	WORK TELEPHONE NUMBER
123 Main Street	john.public@yahoo.com	916-555-5555

(City)	(County)	(State)	(Zip Code)	HOME/VRS/TTY TELEPHONE NUMBER
Sacramento	Sacramento	CA	95821	916-333-3333

EXAMINATION(S) OR JOB TITLE(S) FOR WHICH YOU ARE APPLYING

Systems Software Specialist I (Technical)   **(Always provide the classification title for which you are applying, as well as the**
17-123 / Position #222-222-2222-222   **RPA number (or job number) and position number from the job bulletin.)**

If your exam results indicate you are within the first three ranks, write that you are reachable on the classification list (e.g., "Reachable on the Systems Software Specialist I (Technical) list"), and attach a copy of your exam results.

PERSONNEL USE ONLY

ANSWER THE FOLLOWING QUESTIONS:

1. Enter the county in which you would like to take the examination if different from the county of your residence: _____

2. Do you need reasonable accommodation to take an interview or written test?   ☐ Yes   ☑ No

3. Do your religious beliefs prevent you from taking an examination on Saturday?   ☐ Yes   ☑ No

4. Are you now employed by the State of California? (If "YES", fill in the information below.) _____ ☐ Yes ☑ No

    Department: _____ Subdivision _____

5. Have you ever been fired, dismissed, terminated, or had an employment contract terminated from any position for performance or for disciplinary reasons? (Applicants who have been rejected during a probationary period, or whose dismissals or terminations have been overturned, withdrawn [unilaterally or as part of a settlement agreement] or revoked need not answer "Yes".) Refer to the Instructions for further information. If "Yes" to Question #5, give details in the Explanations section.   ☐ Yes   ☑ No

6. In addition to English, list any other languages you:
    a. possess verbal fluency in _____
    b. possess written fluency in _____

7. I certify I can type at a speed of _____ words per minute. (For typing applicants only.)

(ANSWER QUESTIONS 8 AND 9 ONLY IF THE EXAMINATION INDICATES THEY ARE REQUIRED.)

8. Do you meet the minimum and/or maximum age requirements? _____ ☐ Yes ☐ No

9. Do you possess a valid California Driver License? (If "YES", fill in the information below.) _____ ☐ Yes ☐ No

License # _____ Class: _____ Restrictions: _____

EXPLANATIONS

CERTIFICATION – IMPORTANT – PLEASE READ BEFORE SIGNING – If not signed, this application may be rejected.

I certify under penalty of perjury that the information I have entered on this application is true and complete to the best of my knowledge. I further understand that any false, incomplete, or incorrect statements may result in my disqualification from the examination process or dismissal from employment with the State of California. I authorize the employers and educational institutions identified on this application to release any information they may have concerning my employment or education to the State of California.

APPLICANT'S SIGNATURE	DATE SIGNED
John Public	**April 10, 2018**

APPLICANTS—DO NOT USE THE SPACE BELOW—FOR PERSONNEL USE ONLY

Classes	01	02	03	04	05	06		
WC for Series/Levels								
RC/Flag for Series/Levels								

Flags __ __ __ __ __ __

WC __

CODES ☐ ☐ ☐ ☐ ☐

FOR PERSONNEL USE ONLY

STATUS

☐ Accepted   ☐ REJECTED WC

EXPERIENCE	LICENSE REQUIREMENT
EDUCATION	OTHER
STAFF	DATE PROCESSED

EXAMINATION / EMPLOYMENT APPLICATION

STD. 678 (REV. 10/2013) Page 2

APPLICANT'S NAME (Last)	(First)	(M.I.)	EASY ID
Public	John	Q	PUB-1218-6354

EDUCATION

DID YOU GRADUATE FROM HIGH SCHOOL? IF NOT, DO YOU POSSESS A GED OR EQUIVALENT? IF NOT, ENTER THE HIGHEST GRADE YOU COMPLETED

[✓] Yes   [ ] No   [ ] Yes   [ ] No

UNIVERSITY OR COLLEGE—NAME AND LOCATION, BUSINESS, CORRESPONDENCE, TRADE OR SERVICE SCHOOL	COURSE OF STUDY	UNITS COMPLETED SEMESTER	UNITS COMPLETED QUARTER	DIPLOMA, DEGREE OR CERTIFICATE OBTAINED	DATE COMPLETED
California State University Sacramento	Computer Science	120		Bachelor of Science	05/13/16

LICENSES – LIST APPLICABLE LICENSES AND CERTIFICATES INDICATED IN THE EXAMINATION BULLETIN.
(If you are an attorney, please indicate the date you were admitted to the Bar under the Issue Date column, if stated on the examination bulletin.)

LICENSE / CERTIFICATION NUMBER	ISSUE DATE	EXPIRATION DATE	IN THE SPACE BELOW, INDICATE SPECIFIC COURSE REQUIREMENTS NEEDED TO SATISFY REQUIREMENTS FOR THIS EXAMINATION

EMPLOYMENT HISTORY– *Begin with your most recent job. List each job separately.*

FROM (MM/DD/YY) 04/12/11	TO (MM/DD/YY) Present	TITLE/JOB CLASSIFICATION (Include Range or Level, if applicable) Senior Help Desk Technician	SUPERVISOR NAME John Doe
HOURS PER WEEK 30	TOTAL WORKED (Years/Months) 6 years	COMPANY/STATE AGENCY NAME AT&T	SUPERVISOR PHONE NUMBER 916-222-2222
SALARY EARNED $4,500.00	PER Month	ADDRESS 123 Technical Way, Sacramento, CA 95467	

DUTIES PERFORMED

DO NOT SEND A GENERIC APPLICATION OR RESUME, and NEVER write "See Resume" on your application. Hiring managers are looking for duties that directly correlate to the job bulletin and the Duty Statement.

The Duty Statement provides detailed information on the position's routine tasks. If a department or agency does not provide a link to the Duty Statement on their job posting, call the contact number and ask to be sent a copy.

REASON FOR LEAVING
Limited opportunity for professional growth

FROM (MM/DD/YY)	TO (MM/DD/YY)	TITLE/JOB CLASSIFICATION (Include Range or Level, if applicable)	SUPERVISOR NAME
HOURS PER WEEK	TOTAL WORKED (Years/Months)	COMPANY/STATE AGENCY NAME	SUPERVISOR PHONE NUMBER
SALARY EARNED	PER	ADDRESS	

DUTIES PERFORMED

REASON FOR LEAVING